



International Handbook of Organizational Crisis Management

By Christine M. Pearson, Christophe Roux-Dufort, Judith A. Clair

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Best-managed crises can bring positive recognition and enhance an organization's value; worst-managed crises can snuff its viability. Numerous books have been written on the topic, but many lack rigor: prescriptions are untested and quick fixes are based on elevating the readers' fears. The *International Handbook of Organizational Crisis Management* reflects the latest understanding of this field from prominent scholars and practitioners around the globe. Pushing the boundaries of crisis management research and practice, this book offers new frameworks and findings that capture insights and guidance for researchers and executives. Today's crises require no less. Novel and poorly understood technologies, globalization, changing political climates, and a shifting social landscape are just a few of the forces currently changing the ways in which organizations experience crises. The *International Handbook of Organizational Crisis Management* is a grounded cross-section of informed perspectives, a leading edge overview of the field of crisis management that will be useful to researchers and thoughtful practitioners.

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Editorial Review

About the Author

Christine Pearson is Professor of Management – Global Business at Thunderbird, The School of Global Management. Prior to joining Thunderbird, Pearson was a professor at the Kenan-Flagler Business School (University of North Carolina) and the Ivey Business School (University of Western Ontario), and she was the Associate Director and Senior Research Scientist of the Center for Crisis Management (University of Southern California). Additionally, she has held Visiting Professor appointments in Hong Kong, France and Brazil. Pearson studies two related workplace phenomena: organizational crisis management and dysfunctional behavior in organizations (i.e., as incivility/aggression/violence). Her research has been featured in over 400 international/national/regional media outlets through television, radio and print press. She has consulted about crisis management with organizations such as Pepsico, Dow, Clorox, Mobil, Transamerica, Kraft, LAPD, Red Cross, BellSouth and Nortel. In this role, she has helped organizations plan for, avert, and contain crises such as workplace homicide, product tampering, executive kidnapping, product recalls, consumer fraud and aircraft accidents. Her research has appeared in *Harvard Business Review*, *Academy of Management Review*, *Organizational Dynamics*, *Academy of Management Executive*, *Organization Science*, and *Human Relations*. She is currently writing her fifth book, *HUH? Workplace Incivility, Its Causes, Consequences and Cures*.

Christophe Roux-Dufort is a professor of strategic management at EM Lyon (Lyon School of Management, France) where he teaches and coordinates seminars on crisis management for students and executives. In 1994 Roux-Dufort was one the first professors to introduce a crisis management seminar in the regular curriculum of a French business school. In EM Lyon, Roux-Dufort teaches Crisis Management in the executive MBA, the International MBA, the international masters program in management and in various executive programs. Christophe Roux-Dufort has also written about thirty scientific and professional articles and four books on crisis management. He also works as a consultant on crisis management for French multinational companies in France and in the United States : Michelin, Danone, Tupperware, Renault, Chanel, Airbus among others. His comments on corporate crises are regularly published in national newspapers. He is regularly featured in national radio broadcast. Christophe Roux-Dufort received his M.B.A. degree (1990) from the University Laval (Quebec, Canada) and his Ph. D. degree (1997) from University Paris Dauphine, France. His research interests lie in risk and crisis management, organizational learning and the management of change. Christophe Roux-Dufort is regularly holding visiting appointments in : INSEAD (France), Thammasat University (Thailand), ICHEC (Belgium) and Aarhus School of business (Denmark) where he teaches Crisis Management.

Judith Clair received a B.A. in psychology from the University of California at Los Angeles and a Ph.D. in business management from the University of Southern California. She joined the Department of Organization Studies at Boston College in 1993 and served as the Department Chairperson for four years. She has consulted for organizations in the areas of crisis management, natural environmental management, fraud detection, and performance enhancement. Her current research interests include how individuals manage identities at work and how individuals and organizations experience, make sense of and take action on critical organizational events like organizational crises and downsizings. Her publications have appeared in journals such as *Academy of Management Review*, *Human Relations*, *Organizational Dynamics*, *Academy of Management Executive*, *Academy of Management Learning and Education*, *Advances in Qualitative Organizational Research*, and *Industrial and Environmental Crisis Quarterly*. Dr. Clair teaches courses in organizational behavior, leadership, and management of multicultural diversity. She teaches at the

undergraduate, MBA, Ph.D. and executive levels. She is a faculty partner with Leadership for Change, an executive education program in the Carroll School of Management.

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